

**County of San Diego, Health and Human Services Agency (HHS)**  
**General Relief Program Guide (GRP)**

**Reception**

**Number**

**90-100.1**

**Page**

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**Issue Date:**

June 2, 2015

**Effective Date:**

Upon receipt

**A. Background:**

This section describes the reception responsibilities in the application process.

**B. Purpose:**

To provide instructions for reception in the application process.

**C. Policy:**

Follow the requirements identified below for the application process.

**D. Procedure:**

**1. Reception Desk**

Follow the actions in [Processing Guide 90-100.1.A](#) when an individual requests an application for GR.

**2. Intake Scheduling**

Follow the actions in [Processing Guide 90-100.1.B](#) for applicants when scheduling the GR Intake interview.

**3. General Relief Employability Evaluation (GREE) Scheduling**

Follow the actions in [Processing Guide 90-100.1.C](#) to schedule an applicant for a GREE appointment.

**4. Phone Requests for GR**

If an applicant contacts Access by phone and requests to apply for GR, inform the applicant to go to the appropriate FRC for the GR application. No application will be registered.

**5. Mail Requests for GR**

San Diego County does not allow GR applications by mail. If an application is received by mail, attempt to contact the applicant to inform them of the need to go to the appropriate FRC to apply for GR.

**6. Applications Received through My Benefits CalWIN**

When an application is received from My Benefits CalWIN, the application will show as a CalWORKs application. If the applicant is not eligible for CalWORKs, deny the CalWORKs application and send the denial Notice of Action (NOA). There is no expectation for the FRC to evaluate for GR or register the GR application unless the application is received via a walk-in and the FRC also handles GR.

**7. Walk in Applications**

When an applicant applies for CalWORKs by walking into the FRC, evaluate for CalWORKs and if not eligible, deny CalWORKs.

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<b>If the FRC ...</b>	<b>Then ...</b>
handles GR,	evaluate for GR eligibility and register the GR application.
does not handle GR,	refer to the applicant to apply for GR at the appropriate GR FRC.

**Impacts:**

**Other Programs Impacted:**

None

**References:**

County Administrative Code Sections [257.1](#) and [257.3](#)

GRPG Letters [65](#), [73](#), [76](#), [77](#), and [80](#)

**Sunset Date:**

This policy will be reviewed for continuance by June 30, 2018.